



Emergency Management Organization

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Agenda

- Emergency Management Org introduction
- Approach to Disaster Recovery
- EM Operations Assets
- EM Engineering Response to Hurricane Ian
- Community Support Response to Hurricane Ian





Introduction to T-Mobile Emergency Management



**Emergency
Management
Operations**



NETWORK RESILIENCE & SAFETY





T-Mobile's Approach to Disaster Recovery

Disaster Recovery Team

- Network DR planning and prep
- DR tools training and enhancements
- Incident management for the network teams
- Information sharing, support coordination and critical communication solutions
- Support local municipalities and government agencies



EM Operations

- Manage temporary infrastructure
- Emergency backhaul and temporary communication solutions
- Deployment of Emergency Management assets
- Support T-Mobile, responding agencies and other critical community organizations

Resilience & Safety Team

- Management of Fixed and Portable Generators
- Safety management for TMO and vendor personnel





EM Operations Assets

- Hurricanes
- Tornadoes
- Winter storms
- Flooding
- Wildfires
- Short Term Comm
 - Govt
 - Enterprise





Hurricane Ian Recovery Efforts





Emergency Management Efforts for Hurricane Ian

Enabling Resilient and Secure Communities

- 5 staging yards were setup across Florida ahead of the storm's arrival
- 200+ recovery crews were in the state responding to outages once the storm passed and conditions were safe to proceed
- 400+ fixed generators recovered cell sites during the storm
- 130 portable generators were deployed
- 60,000+ gallons of diesel was procured for generator & equipment refueling
- 3,044 generator refueling & PM activities were completed
- 1 fueling station was setup in Fort Myers for employees, food and water was also available
- Sites on Fort Myers Beach, Sanibel and Captiva Islands were restored to service on Satellite Backhaul and generator
- Service provided to the Captiva Island Fire Department with Satellite Backhaul to provide coverage for the First Responders on the island
- Coverage support was deployed to the FEMA disaster recovery center setup for impacted residents – coverage support was also deployed for Lee County First Responder basecamps





Community Support Efforts for Hurricane Ian

Community Support Response

Recovery Efforts

- 59 Shelters and Points of Distribution Supported
- 10,000+ Estimated Evacuees Supported by Shelters
- 2,711 Pre-Lit Android Smartphones with 30-day free data, text and phone
- 25 Hot Spots with 30-day free data
- 5,916 Portable Charging Bank
- 4,743 Universal Cables
- 1,422 Additional Phone Accessories



**Thank
You**

